

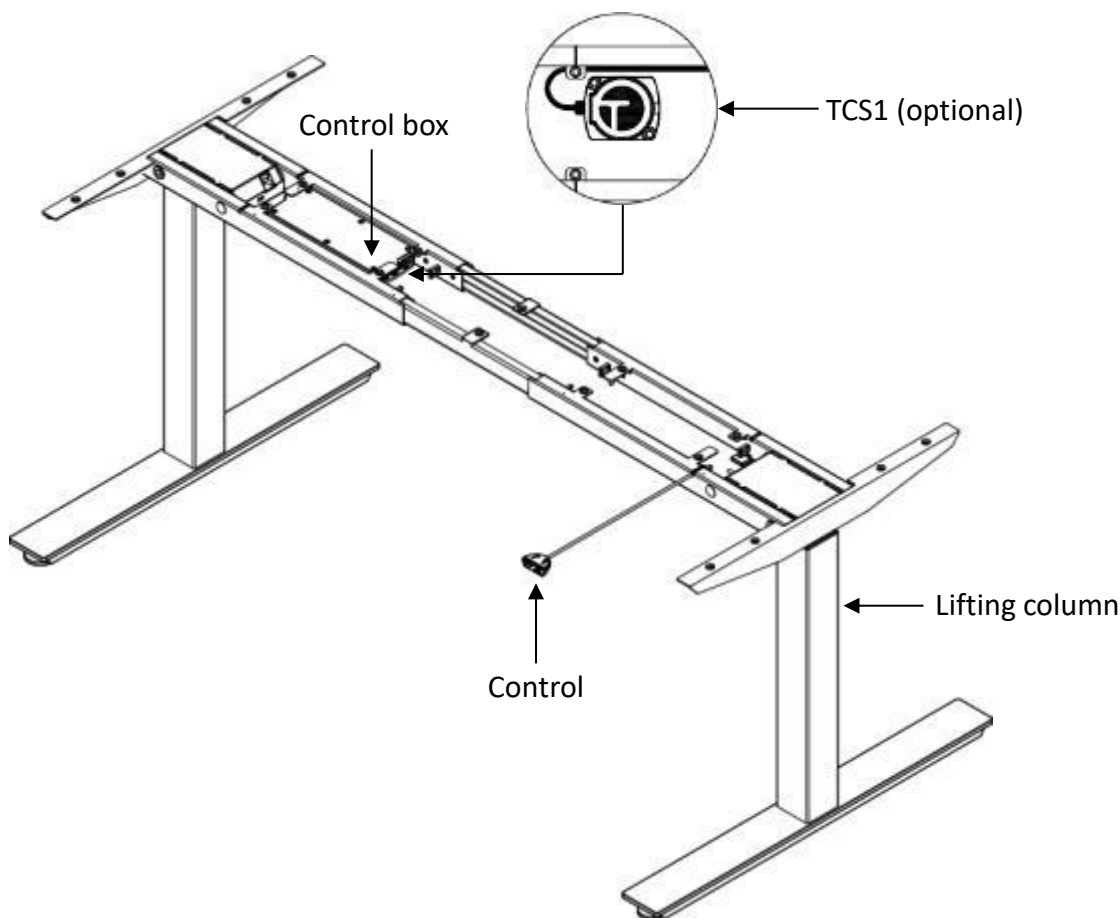
**20211217**  
**User Manual**

# Troubleshooting for TEK Series



This guide is intended to provide general instructions to restore your ergonomic adjustable height desk (TEK series) to normal operation and provide guidance in the event of a fault condition. TiMOTION actuators and controls power the desk.

## System Overview:



### **WARNING:**

Ensure the desk is free to move and there is no obstruction.

Users should exercise caution to prevent injury from a desk in motion.

Please note that this is a general guide and not a comprehensive set of solutions. A suggestion to quickly diagnose the problem: if replacement components are immediately available (i.e., borrowed from another desk), it would confirm the possible cause and that replacement parts are required.

## Before performing any troubleshooting:

### 1. Disconnect the AC power cable.

- ♦ Inspect all cables for any possible damage.
- ♦ Damaged cables can cause a variety of issues.
- ♦ Damaged cables can cause a shock hazard.
- ♦ Components with damaged cables should be replaced immediately.
- ♦ The desk should be unplugged and not operated until damaged components are replaced.

### 2. After cable inspection, wait at least 30 seconds to reapply power to the control box.

- ♦ Confirm control box power by momentarily pressing any button and looking at the green light on the control box.



### 3. Perform a reset (synchronization) operation

The columns operate in synchronization. On occasion, the desk may require a reset (re-synchronization) for a variety of reasons. This is normal.

- a. Ensure there are no obstructions for the desk to move vertically.
- b. Press and hold the “UP and DOWN” arrow buttons at the same time.
- c. Continue to hold the “UP and DOWN” arrow buttons; the desk will lower until it reaches the bottom (lowest point).
- d. Release the buttons once the system beeps.
- e. If it does not beep, continue to hold the buttons for three seconds after the desk reaches the lowest point. Additionally, if the desktop is not level, repeat the reset operation.
- f. This operation may be required a few times until the desk is at the lowest level position.

The system has now been reset (synchronized).

**Note:** If the system already has a TCS1 but cannot perform a reset, please plug the hand control into the control box instead and then perform a reset again.

#### 4. Please refer to the chart (below) to diagnose and implement TEK series troubleshooting actions.

Symptom	Action	Suggested Replacement
Damaged Cable	Identify components with damaged cables and replace them.	Cable or component with damage cable
No Green Light on the control box	<ol style="list-style-type: none"> <li>Firmly connect AC power cable to control box</li> <li>Test power outlet</li> </ol>	If still no green light, replace the control box and AC power cable.
Cannot Reset (Synchronize)	Test power outlet	
	When the reset is not possible, press the hand control button either Up or Down. If either one makes a click sound, it indicates the hand control must be replaced.  Conditions: <ol style="list-style-type: none"> <li>Press Up with a click sound, but Down no sound.</li> <li>Press Down with a click sound, but Up no sound.</li> </ol>	Hand control
	Press both hand control Up and Down buttons. If both make a click sound, it indicates that the control box needs to be replaced.	Control Box
No Movement: When clicking the "Up" or "Down" buttons, the control box makes a click sound, but the columns fail to move.	This indicates a control box problem.	Control Box
One column does not move	Switch column cables at the control box. If the same column does not move, then change the problem column.	Column
	Switch column cables at the control box if the problem moves to the other column.	Control Box
Moves in one direction only		Handset
One column moves faster	Replace the faster moving column.	Column

than the other.		
No Display		Handset
	The control box may be damaged but unlikely.	Control Box
Intermittent movement but desk remains level	Replace handset	Handset
No movement, 5 beeps	Over Current Condition: <ul style="list-style-type: none"> <li>Ensure desk is not overloaded</li> <li>Ensure desk is free to move</li> <li>Replace column</li> </ul>	Possible column

5. If the hand control display shows the error codes, please refer to the below table for troubleshooting:

Note: Please find the sequence of motor (M1, M2, M3, M4) on the control box housing.



Error code	Buzzer	Description	Situation	Action
E00/ 000	No Beep	Reset is in progress	The reset is not complete. A mistake has occurred; it needs to perform a reset.	Press and hold the up/down buttons simultaneously to run the desk all the way down. You will hear a Beep when the reset has been completed. The desk is now operational again.
E01	3 beeps	Overuse protection	Operating over the duty cycle's normal time and frequency.	Wait for about 5 minutes, and the desk will be operational again.
E02	2 beeps	Unbalanced protection	A desk tilt is detected.	1) Even out the load on the desk and perform a reset. 2) If a reset can't be performed, or the error keeps being triggered after a reset, one of

				the columns is defective and needs to be replaced.
E03	No beep, desk reverse 40mm	Anti-collision	An obstacle is detected while the desk is operating.	1) Remove the obstacle, and the desk should return to normal operation after completing the reversing cycle.
E04	No beep, desk reverse 30mm	T-touch protection	An obstacle is detected while the desk is operating.	1) Remove the obstacle, and the desk should return to normal operation after completing the reversing cycle.
E11	5 beeps	M1 motor overcurrent protection	M1 motor is overloaded	<ol style="list-style-type: none"> <li>1) Remove the heavy load, and the desk will return to normal operation.</li> <li>2) If the desk still cannot be operated normally, perform a reset and operate the desk.</li> <li>3) If a reset can't be performed, or the error keeps being triggered after a reset, the M1 column is defective and needs to be replaced.</li> </ol>
E12	5 beeps	M2 motor overcurrent protection	M2 motor is overloaded	<ol style="list-style-type: none"> <li>1) Remove the heavy load, and the desk will return to normal operation.</li> <li>2) If the desk still cannot be operated normally, perform a reset and operate the desk.</li> <li>3) If a reset can't be performed, or the error keeps being triggered after a reset, the M2 column is defective and needs to be replaced.</li> </ol>



E13	5 beeps	M3 motor overcurrent protection (Only if the desk has 3rd column)	M3 motor is overloaded	<ol style="list-style-type: none"> <li>1) Remove the heavy load and the desk will return to normal operation.</li> <li>2) If the desk still cannot be operated normally, perform a reset and operate the desk.</li> <li>3) If a reset can't be performed, or the error keeps being triggered after a reset, the M3 column is defective and needs to be replaced.</li> </ol>
E14	5 beeps	M4 motor overcurrent protection (Only if the desk has a 4th column)	M4 motor is overloaded	<ol style="list-style-type: none"> <li>1) Remove the heavy load and the desk will return to normal operation.</li> <li>2) If the desk still cannot be operated normally, perform a reset and operate the desk.</li> <li>3) If a reset can't be performed, or the error keeps being triggered after a reset, the M4 column is defective and needs to be replaced.</li> </ol>
E21	1 long beep	No signal feedback from M1	A signal from M1 is not detected	<ol style="list-style-type: none"> <li>1) Unplug the motor cable, wait for a moment, then plug it back in.</li> <li>2) Perform a reset and operate the desk.</li> <li>3) If a reset can't be performed, or the error keeps being triggered after a reset, the M1 column is defective and needs to be replaced.</li> </ol>

E22	1 long beep	No signal feedback from M2	A signal from M2 is not detected	<ol style="list-style-type: none"> <li>1) Unplug the motor cable, wait a moment, then plug it back in.</li> <li>2) Perform a reset and operate the desk.</li> <li>3) If a reset can't be performed, or the error keeps being triggered after a reset, the M2 column is defective and needs to be replaced.</li> </ol>
E23	1 long beep	No signal feedback from M3	A signal from M3 is not detected	<ol style="list-style-type: none"> <li>1) Unplug the motor cable, wait a moment, then plug it back in.</li> <li>2) Perform a reset and operate the desk.</li> <li>3) If a reset can't be performed, or the error keeps being triggered after a reset, the M3 column is defective and needs to be replaced.</li> </ol>
E24	1 long beep	No signal feedback from M4	A signal from M4 is not detected	<ol style="list-style-type: none"> <li>1) Unplug the motor cable, wait a moment, then plug it back in.</li> <li>2) Perform a reset and operate the desk.</li> <li>3) If a reset can't be performed, or the error keeps being triggered after a reset, the M4 column is defective and needs to be replaced.</li> </ol>
E31	4 beeps	No power consumption from M1	No current is detected from M1	<ol style="list-style-type: none"> <li>1) Unplug the motor cable, wait a moment, then plug it back in.</li> <li>2) Perform a reset and operate the desk.</li> <li>3) If a reset can't be performed</li> </ol>

				or the error keeps being triggered after a reset, the M1 column is defective and needs to be replaced.
E32	4 beeps	No power consumption from M2	No current is detected from M2	<ol style="list-style-type: none"> <li>1) Unplug the motor cable, wait a moment, then plug it back in.</li> <li>2) Perform a reset and operate the desk.</li> <li>3) If a reset can't be performed, or the error keeps being triggered after a reset, the M2 column is defective and needs to be replaced.</li> </ol>
E33	4 beeps	No power consumption from M3	No current is detected from M3	<ol style="list-style-type: none"> <li>1) Unplug the motor cable, wait a moment, then plug it back in.</li> <li>2) Perform a reset and operate the desk.</li> <li>3) If a reset can't be performed, or the error keeps being triggered after a reset, the M3 column is defective and needs to be replaced.</li> </ol>
E34	4 beeps	No power consumption from M4	No current is detected from M4	<ol style="list-style-type: none"> <li>1) Unplug the motor cable, wait a moment, then plug it back in.</li> <li>2) Perform a reset and operate the desk.</li> <li>3) If a reset can't be performed, or the error keeps being triggered after a reset, the M4 column is defective and needs to be replaced.</li> </ol>

0-0	No Beep, the display will show 0-0 in flashing	No built-in T-touch or TCS1 is detected when trying to change T-touch sensitivity.	The control box does not detect a built-in T-touch or TCS1.	<ol style="list-style-type: none"> <li>1. Check to make sure the control box has a built-in T-touch.</li> <li>2. Check to make sure the wire of the TCS1 is fully connected to the control box.</li> <li>3. If adjusting the sensitivity cannot be performed, the device is defective and needs to be replaced.</li> </ol>
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#### Notes:

1. Please contact the dealer/shop/manufacturer from where you purchased the desk for any replacement parts.
2. The error reporting may not be the same as the document if your software is customized. Please contact your original supplier to inquire.